**P3: Explain factors that may influence communication and interpersonal interactions in health & social care environments.**

**P4: Explain strategies used in health & social care environments to over barriers to effective communication and interpersonal interaction.**

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| **Barriers to Interpersonal Interaction****Introduction** |

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| **Barrier** |
| **Type of communication (difficult, complex, sensitive)** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |

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| **Barrier** |
| **Language needs/preferences** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |

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| **Barrier** |
| **Sensory impairment, disability** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |

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| **Barrier** |
| **Personality, self-esteem** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |

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| **Barrier** |
| **Anxiety, depression,** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |

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| **Barrier** |
| **Aggression, submissiveness,** |  |  |
| **Negative Effects on Communication** |  |  |
| **Strategies for overcoming this barrier** |  |  |
| **Positive Effects on Communication** |  |  |

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| **Barrier** |
| **Value and belief systems,** **cultural variations** |  |  |
| **Negative Effects on Communication** |  |  |
| **Strategies for overcoming this barrier** |  |  |
| **Positive Effects on Communication** |  |  |

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| **Barrier** |
| **Assumptions,** |  |  |
| **Negative Effects on Communication** |  |  |
| **Strategies for overcoming this barrier** |  |  |
| **Positive Effects on Communication** |  |  |

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| **Barrier** |
| **Use and abuse of power** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |

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| **Barrier** |
| **effects of alcohol/drugs** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |

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| **Barrier** |
| **Jargon** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |